

# **Best Practices for Instruction and Technical Tips for Adobe Connect Pro Meeting**

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## **Introduction:**

# **Best Practices for Instruction and Technical Tips in Adobe Connect Pro Meeting**

## ***What is Adobe Connect Pro Meeting?***

Adobe Connect Pro Meeting is a web-based communication tool that allows faculty and students to quickly and easily share presentations, desktops and other materials over the Internet-using the familiar PowerPoint application and the Adobe Flash format. Connect has robust collaboration tools for discussion, whiteboard and text chat.

## ***The Purpose of This Document***

This document is a compilation of tips and best practices for using Adobe Connect Pro web conferencing. At Online Learning, we have found through our technical and instructional support experience that a certain amount of time must be dedicated to producing a “live” event. The ‘production’ or scheduling, preparation, and successful execution of your “live” Connect activity relies heavily on you and your participants having a certain comfort level with the technology and features within the Connect Pro Meeting tool. The information in this document is in reference to Online Learning staff and RIT faculty experiences and researched materials from both Adobe, and synchronous teaching field experts.

If you wish to share some of your own suggestions or tips when using the Connect Pro Meeting tool, please send them on to [online@rit.edu](mailto:online@rit.edu) .

# Best Practices for Instruction

## Considerations Prior to Your Connect Pro Meeting Sessions

### Confirm Your Computer Meets the Adobe Connect Pro Meeting System Requirements.

It is important for you and your participants to confirm that your computer and Internet connection meet or exceed the Connect Pro Meeting minimum requirement. Be sure to review them at:

<http://www.adobe.com/products/acrobatconnectpro/systemreqs/> .

### **Tip!:** Here are some helpful suggestions for preparation:

- If possible, do a technical check or rehearsal in the same location and with the same, computer, and Internet connection as will be arranged for the live session. It is very important to replicate the live session as much as possible in order to gauge how well your equipment and bandwidth are performing; bandwidth will be affected by what tools you are using and how many participants are connecting.
- Make sure you have FlashPlayer and the Adobe Acrobat Connect Pro Add-In (for Presenters and Hosts). By running the Meeting Connect Diagnostic at [https://connect.rit.edu/common/help/en/support/meeting\\_test.htm](https://connect.rit.edu/common/help/en/support/meeting_test.htm)
- Use a Connect Pro Meeting Checklist on the day of your session.

### **Start Out Simple.**

Frequently, the simplest approach is the most effective. Don't feel you need to use all meeting room tools to have a successful experience. As you and your students and other participants become more comfortable with the Connect features, consider incorporating a little more each time.

### Send the Connect Meeting URL In Advance.

This will allow students and other participants to get comfortable with the Connect Meeting Room and practice with some of the tools.

### Practice On Your Own and With Students.

Perform a brief 'dress rehearsal' or 'intro' session with students to make sure everyone is connecting successfully and comfortable with the features.

### Factor In Content Prep Time.

"Plan to spend a good amount of time preparing slides, keeping them simple yet creative. An average of 30-40 slides for a 45 minute presentation is a good standard." (Downs, 2004, p 6).

### Orient Participants to Tools.

Provide an overview of the features to be used such as the chat, whiteboard, and presentations tools (i.e., screen sharing) (Ibid).

**Ask For Help.**

“Have a ‘runner’ or person that can help people having technical problems, answer logistical questions, take calls, and in general allow you, the Host or Presenter, to focus on the overall program” (Ibid, 6).

**Set Up A Participant View.**

Use another monitor to log in to the Connect session as a participant. If a second computer is not available, try opening up Connect in another browser window. Having a “participant view” will give you an accurate idea of how and when your students and other attendees see the content, especially when you are screen sharing your desktop. **Note:** use a different browser application so the system won’t log you in as the Host twice.

**Bring A Technical “To-do” List.**

In the heat of the session, it is easy to forget the minor details like starting the recording, turning on the microphone, or making sure the content you want to display is easily accessible on your computer. Set up some bulleted ‘to-do’ items on a piece of paper or type them up in a Note Pod in your Connect Pro Meeting “room”. Refer to the **Technical Tips** as well as the **Testing and Events Checklist** for some pointers.

**Think About the “What ifs”.**

No one technology is going to work 100% of the time. So have a back up in the event that a connection error or other problem occurs. For example, if you plan to use the built-in audio (a.k.a., VoIP) and the audio quality is poor during the live session, you may want to have the option of a phone conference available. If the audio is not essential, you can resort to using chat.

## ***Considerations the Day of Your Connect Pro Meeting***

### **Set Up Early.**

Arrive 15 minutes early to confirm connections and do a sound check.

### **Bring A Technical “To-do” List.**

In the heat of the session, it is easy to forget the minor details like starting the recording, turning on the microphone, or making sure the content you want is easily accessible on your computer.

### **Establish Ground Rules.**

Provide students with a “ground rules” message before the session so they know what is expected. (e.g., *Will you have students chat a question?; Should they use the “My Status” in the Attendee List Pod to grab your attention?*)

### **Acknowledge Your Remote Participants.**

If you are lecturing in a classroom with students both “physically present” and connecting remotely via Connect Pro Meeting, it is important that you maintain a sense of connection with both audiences. Welcome everyone, both in the class and online, to the session.

### **Maintain Proximity to the Microphone.**

You may tend to move around or adjust your position when speaking. It’s important to consider the position and distance of your microphone. You do not want be too close or too far away. Testing your audio through the Audio Setup Wizard is a great way to gauge the right amount of distance between you and the microphone.

### **Give Students Something to Do.**

If you are doing most of the talking, try to incorporate some type of “activity” for your participants every 5 minutes. The more opportunity to use different tools, the better.

### **Use Visual Cues to Communicate.**

Encourage students to use the “My Status” drop-down menu in the Attendee List Pod as a means to communicate if they have questions or if they don’t understand something (Thumbs Up/Thumbs Down). These are simple visual cues for them to use without feeling like they may be interrupting.

### **Record Your Sessions.**

A recording of the session is helpful student resource for review of course content.

## ***Deciding If A Connect Meeting Pro Is A Good Fit***

### **Determining the Activity.**

Before deciding to use Connect Pro Meeting for a particular learning activity, remember to examine the objectives of your course. You may find that certain objectives are more effectively carried out using another method of instruction (e.g., asynchronous discussion). Connect Pro Meeting does require you to dedicate time in designing your activity, learning the features, preparing your students, and gaining a certain comfort level with multi-tasking in a live, online environment. It is always important to put your course strategies first and the course tool to help carry out those strategies second.



**Tip!** Here are some situations in which you might find Connect to be an effective instructional tool:

- When real-time collaboration amongst a group is needed outside of classroom time, whether online, blended or on-campus.
- In a fully online learning environment where students must demonstrate their mastery of the material, preferably with a “live” method of delivery; or a follow up to an asynchronous activity that students are required to complete in preparation for the Connect session.
- In classroom settings when real-time interaction with experts in the field are needed, and it is not feasible to have them visit the campus; or, when all participants are geographically dispersed as in the case of a distance learning course.
- In a distance environment, where the demonstration of a course-specific application or software is best learned in real-time with the instructor as guide.
- Pre-lab/lecture or post lab/lecture activity for distance, blended, or on-campus courses where face-to-face interaction is not critical, but where participants might prefer to communicate real-time.

### **Ask Yourself Some Questions.**

Once you have determined the learning activity for which you want to use Connect, you will then need to determine what Connect features you will use in order to effectively carry out this activity. Consider some of these questions:

- Is the activity appropriate for the size of the group?
- Will students need to do any pre-work before attending the session?
- Will interaction occur with audio or chat?



**Tip!** You will need to consider any special access needs your students may have. For example, audio would not be a good fit if some of the student participants are Deaf or Hard of Hearing. If you decide to use audio, you will need to consider what option would work best: the built-in audio feature of Connect (VoIP) or a phone conference to accompany the Connect session.

- What materials will be presented or used?



**Tip!** Consider the following types of materials:

- A file or presentation that needs to be uploaded
- A whiteboard for writing and drawing over slides
- An application on the computer or an Internet site

## ❑ Consider the Size of Your Class.


In her article, “Designing for the Virtual Interactive Classroom: Campus Technology”, Judith V. Boettcher (2005) suggests these design scenarios for a synchronous event:

- Smaller groups of 2-6 people (but no more than 10) usually support a more interactive synchronous experience, since it is easier to manage participant contributions such as comments and questions related to the subject matter. Examples of small-group activities are faculty office hours, test and/or homework review sessions, team meetings, and study groups (para. 6).
- Larger groups of 10-30 (but under 100) support a more instructor-led or “one-to-many” format where the instructor is leading a discussion, providing demonstrations, or hosting a guest speaker. Although it is more of a challenge given the size of the group, interaction with the participants is still very important in order to establish and maintain the “feature of presence” with all involved. With the help of certain communication strategies (see Student Engagement Strategies), the instructor can encourage and support participant engagement and identify signals for when participants become “lost” or have stopped paying attention (para. 7).

## Connect Meeting Pro Chat Tips

### Stay on Target.

If any “tangent” discussions or comments start to steer the group away from the intended agenda, suggest putting aside the additional discussion topics for later follow up.


 **Tip!** Encourage the students to continue the discussion on their own or in an asynchronous discussion area available through myCourses.

### Archive the Chat.

Before closing the session, copy the entire chat discussion and paste into a Word document. Students can later use this chat archive as a review.

### Appoint a Note taker.

Ask a participant to volunteer to take some notes as a way to keep track of discussion items, important points, and ideas that are generated through the chat.

 **Tip!** Use the Note Pod to take notes and summarize the chat discussion. Copy and paste them some place where you and the students will remember to go back to them.

### Set Time Limits.

Establish a time limit for answer and comment periods when students need to respond to a question or post ideas on a particular r topic.

 **Tip!** In *The Synchronous Trainer’s Survival Guide*, Jennifer Hofmann (2004) provides an example:

- “Take two minutes to respond to the following question in the chat area.” As students start to send their comments to the chat, provide a count down half way through and 15 seconds before the time is up (p. 62).


### Provide Reflection Time.

Allow students to reflect and read through one another’s contributions before moving on to the next step. Then, have students pick someone else’s comments that stand out to them and have them explain why (Ibid, 63).

## ***Student Engagement Strategies for Adobe Connect Pro Meeting***

### **Begin with a Warm-up Activity.**

Start the session off with a warm-up activity using the whiteboard or through chat. This will get them acquainted with the tools if it's their first time using Connect meeting.

 **Tip!**: Upload a PowerPoint slide with boxes or circles representing a student. Using the Whiteboard Overlay, have each student draw a self-portrait.

### **Call On Students by Name.**

Set the expectation up front that you will call on individual participants to comment. Give them the option to either speak or chat their thoughts when possible.

### **Don't Ask Yes/No Questions.**


Phrase questions starting with words like "how", "why", "what", "describe", etc.

### **Share Real-Life Experiences.**

Incorporate a story-telling activity that relates to the content or a certain concept being discussed during the session. Allow students to draw from real-life experiences and share with the group whenever the opportunity arises.

### **Give Students Something to Do.**

If you are doing most of the talking, try to incorporate some type of "activity" for your participants every 3-5 minutes. The more opportunity to use different tools, the better.

 **Tip!**: Here are some activity ideas:

- Question and Answer periods: Be specific on how you want students to answer and ask questions (e.g., "Place your question/answer in the chat.").
- Quick Test of their knowledge: For smaller groups (less than 10) do a fill-in-the-blank activity, and for larger groups, use the polling feature.
- "Stretch period": Get the group involved in an easy stretching activity that they can follow along at their desks. Provide a slide with simple instructions and graphic that depicts the type of stretch.

### **Set Up Student Group Rooms.**

Incorporate group-based activities or 'break out' sessions where students can work together on a problem or small assignment and then return to the main room for discussion.

 **Tip!**: Use the Web Links Pod for easy access to each group meeting room

### **Use Visual Cues to Communicate.**

Encourage students to use the "My Status" drop-down menu in the Attendee List Pod as a means to communicate if they have questions or if they don't understand something (Thumbs Up/Thumbs Down). These are simple visual cues for them to use without feeling like they may be interrupting.

## ***Guest Speakers and Lecture-Based Sessions in Adobe Connect Pro Meeting***

### **Provide “Break” Time.**

When involved in a straight lecture-style delivery, try to incorporate some breaks or “breathers” for sessions over 45 minutes. A break from the lecture could be an opportunity for you to catch your breath and engage students in an activity on the whiteboard, in chat, or “outside” of Connect Pro Meeting entirely by having a stretch period. It does not need to be complicated. It can be as simple as pausing so that students can send questions or comments to the chat area.

### **Acknowledge Your Listeners.**


If you are lecturing in a classroom with students both “physically present” and connecting remotely via Connect Pro Meeting, it is important that you maintain communication with both audiences. Consider welcoming everyone to the session, both in class and online. Also, determine beforehand how you want your remote participants to ask questions. Will you have them chat a question or use the “My Status” in the Attendee List Pod to ask a question?

### **Maintain Proximity to the Microphone.**

You may tend to move around or adjust your position when speaking. It’s important to consider the position and distance of your microphone. You do not want be too close or too far away. Testing your audio through the Audio Setup Wizard is a great way to gauge the right amount of distance between you and the microphone.

### **Determine Connect Pro Meeting Comfort Level.**

The more students or participants in attendance, the more multi-tasking you or your guest speaker may have to contend with in the form of answering questions, facilitating activities, and technical questions. When possible in these situations, consider recruiting someone to help so that you or your guest speaker can focus on the delivery. It is key to decide, in advance, what this “helper” will be responsible for and when.

 **Tip!** A “helper” can assist with uploading slides, changing screens or layouts, writing up notes on the whiteboard or Notes pod, maintaining the flow of session if you or the speaker needs to pause and change content, and moderate chat or in-coming questions.

### **Establish a Question Moderator.**

For guest speakers, specifically, consider having someone (either you or someone else) act as a question moderator who can help organize and present questions to the lecturer in a more organized fashion than just having all interaction being publicly seen on the chat or asked throughout the presentation.

 **Tip!:**

- If all participants are connected and posting their own questions to the Chat Pod, consider using the Q and A pod. You can set it up so that only you see questions being posted and you can monitor the flow of questions that go to the guest speaker.
- If your participants are set up in one room and listening to the speaker through a one-to-one audio connection (through VoIP or a phone conference), establish a Q and A period in the middle and/or towards the end of the guest lecturer’s presentation and designate someone to verbally relay questions from audience members to the speaker with the audio tool.

## ***Tutoring and Office Hours***

### **Coordinate Scheduling with Assignment Deadlines.**

Consider planning Connect Pro Meeting sessions several days before the due dates for homework and tests, instead of the day or night before a deadline. This way, students utilize this option in advance of a pressing deadline. Particularly for on-campus courses, make this a supplement and not a replacement for on-campus tutoring resources and in-person office hours.

### **Advise Students to Come Prepared.**

To help students take full advantage of the time available, suggest that they write down their questions in advance and plan on sharing their work with the tutor or you within the Connect room.

## ***Using “Live” Interaction in an Online Course***

### **Assigning Pre-Work.**

When a live mode of delivery is introduced, particularly in an online course, it can be a mental shift for online students who are more accustomed to an asynchronous environment, which enables more time for reflection. Prior to the Connect session, have students complete an assignment related to a topic that will be discussed. Have students post questions to an asynchronous discussion board prior to the session so that answers can be incorporated into your live discussion or lecture.

### **Be Flexible With Time.**

Ask students, in advance, for their availability during the week in which the live session is planned, since students in an online course rely on flexibility and convenience. Since meetings can be recorded, consider making the live attendance optional.

## ***Adobe Connect Pro Meeting Whiteboard Tips***

### **Consider Using a Tablet PC.**

If you will be doing extensive writing or annotating over a slide with the whiteboard, having a Tablet may make it easier to scribe clearly compared to using a mouse. NOTE: Instead of using the whiteboard tool, you can also just screen share the program you have loaded on your Tablet.

### **Set Up Whiteboard Slide Beforehand.**

For exercises that require students to write an answer or idea on a slide, make a slide with a grid so that each person has something to write into. For example, if you have six people participating in the whiteboard activity, create a PowerPoint slide that has six grid boxes on it (Hofmann, 2004, p. 60).

### **Promote Creativity.**

Encourage students to use different colors, fonts, highlights, etc. to convey their thoughts and ideas. This may also help distinguish answers as belonging to different students (Ibid).

### **“Let It Get Messy.”**

Particularly with a brainstorming activity, put less focus on having ideas appear “neat and tidy” and more focus on the flow of ideas. Let students know that it shouldn’t matter if the ideas on the board overlap one another. Any needed clarification can come from follow up discussion and sharing of ideas (Ibid).

### **“Involve Everyone.”**

If only few a participants write something, ask those that didn’t write to comment (Ibid, 61).

### **“Play Games.”**

Use the whiteboard for a warm up activity that allows participants to “draw in the parts of a diagram that are missing” or circle the answer to a question (Ibid).

# Technical Tips

## **Familiarize Yourself with Using VoIP in Connect Pro Meeting**

When using the built-in audio feature of Connect, a lot of bandwidth is required. The best way to use the built-in audio feature in Connect is in a one-to-many session. The built-in audio is commonly referred to as Voice Over Internet Protocol or VoIP. Instead of audio coming through a phone line, the audio is actually coming through your Internet connection. Macromedia Connect refers to VoIP as “PC-to-PC” or even “Mac-to-PC” Audio. The more users you have accessing this type of audio, the more break up you may notice. Online Learning has pulled together some helpful tips on optimizing the audio quality. Many of these suggestions referenced from Macromedia’s resources that can be found directly at the following websites. Feel free to explore Macromedia’s sites directly or view the specifics we have listed for you below.



**Tip!** Review Some of These Published Articles located on the Adobe Site

- [Setting Up Your Computer for Voice over IP \(VoIP\)](#) (Adobe Captivate demo, 3:09)  
Use the Audio Setup Wizard to configure your computer for sharing VoIP audio.
- [Using Voice over IP \(VoIP\) Audio](#) (Adobe Captivate demo, 4:43)  
Once you've set up your computer, share audio using VoIP.
- [12 Tutorials for Becoming a Connect Pro Audio Expert](#) (Great Resource)

## **Perform the Audio Setup Wizard.**

Use the Audio Setup Wizard to test your sound quality and microphone well in advance of your session. You will want to give yourself time to follow up with Online Learning with any questions or concerns you might have.

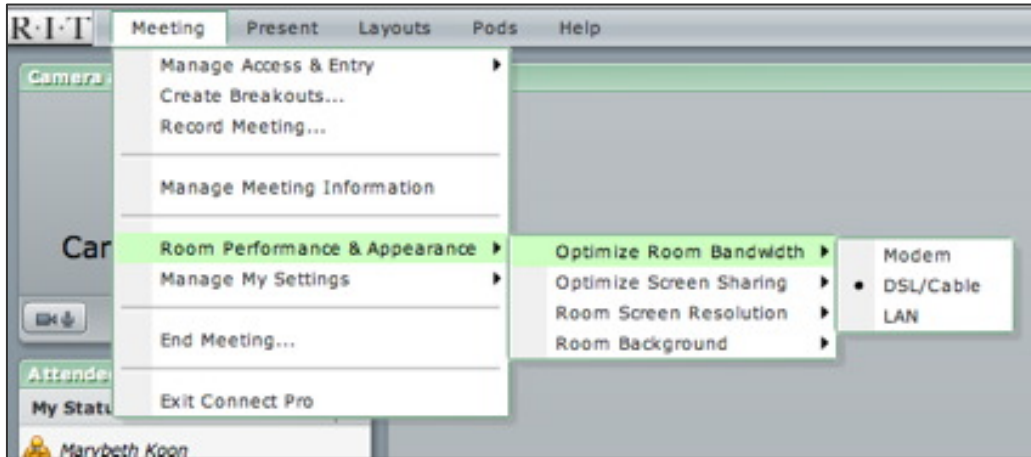


**Tip!** Follow These Important Steps When Using Audio Setup Wizard:

- From the **Meeting** tool bar drop-down, select the “Audio Setup Wizard”:
  - a. Click **Next** and follow the instructions on the screen.
  - b. Check your speaker volume.
  - c. Select what microphone you will be using Record a ‘voice’ sample to confirm microphone is working
  - d. Test Silence to detect any background noise
  - e. Before clicking Finish on the last screen, click on Advanced Settings (Windows only). The following settings are recommended:
    - Check the Use Enhanced Audio checkbox.
    - Silence Level should be set to 10 or less.
    - Acoustic Echo Cancellation Mode should be set to Full Duplex.
    - Check the Auto sense Acoustic Echo Cancellation mode checkbox.
    - Uncheck the Automatic Gain Control checkbox.
- When using the built-in audio feature, (VOIP) the person who will be speaking should be the one to go through the Audio Setup Wizard in Connect, not an assistant or tech support person. The wizard calibrates Connect based on the quality of the speaker’s voice, so to be accurate it should be run on the primary speaker at that computer station.
- During the Audio Setup Wizard when you are testing silence try to be truly silent. The Wizard is measuring the ambient noise at that time to make settings to try and handle background noise. You should not be talking at that time or have sound coming from the speakers.

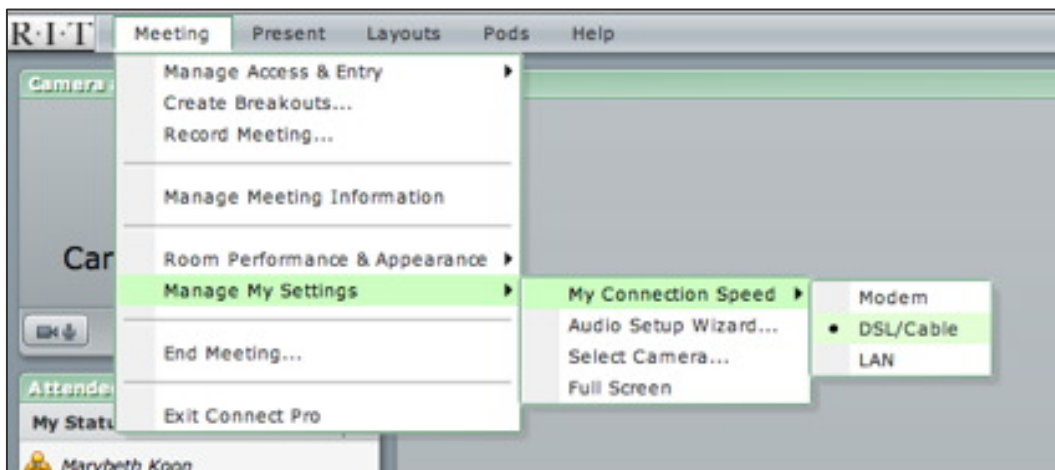
☐ **Set Up Meeting Room Optimization.**

Optimizing the room bandwidth to DSL is your best choice most of the time unless you know that all your users are on the same network or that some users might be on a modem.




☐ **Have All Participants Set Connection Speed.**

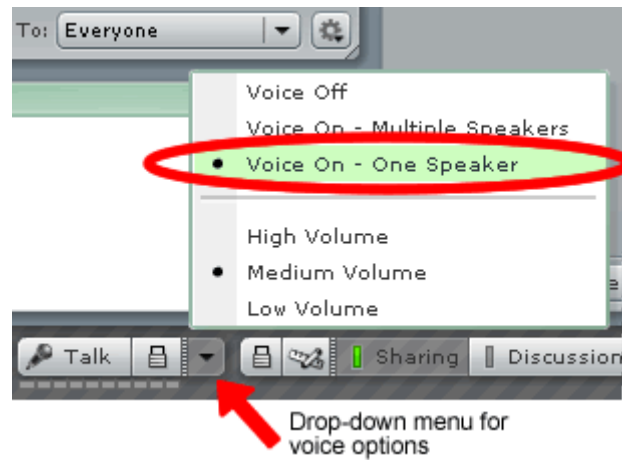
Suggest to your participants to set their personal connection speed (Modem, DSL, LAN). DSL is the best choice in most cases.



☐ **Figure out Which Works Best for Your Meeting: Hold-to-Talk or Hands-Free.**


“The Camera and Voice pod affords users the option of a Single Speaker or Multiple Speakers for broadcasts by one-to-many usage or many-to-many usages. The Hold-to-Talk button will minimize data traffic by sending audio data only when pushed (but be aware there are inherent delays so push a second or two before speaking to avoid the beginning of your phrase from being truncated).”(Macromedia, 2005, para. 9).


 **Tip!** If several participants will be using audio, set the Microphone d to **“Voice On – One Speaker”**. This setting will prevent participants from talking over one another. When one person has pressed down on the **“Talk Button”**, other Talk Buttons will be grayed out. However, If only one participant will be using audio, the **Hands-Free** option will work fine.



#### **Use Headset With Microphone.**


For good audio quality using the built-in audio feature or VoIP, a headset with microphone is recommended. Here are a few things to check when using a headset with microphone.

 **Tip!** If the unit physically has a mute and/or volume control. Make sure the unit is not muted and the volume is turned up.

 **Tip!** Most microphones on a headset are very directional to avoid picking up ambient noise. They must be worn properly on the head and the microphone must be place before the speaker’s mouth for best sound and clarity.

#### **Microphone Recommendations.**

A USB headset microphone is well suited for live, online Connect meetings as it allows you to adjust the volume to hear other users comfortably but not introduce feedback issues one might encounter using external speakers with a microphone. Listed below are are some Adobe recommendations and the vendors we have used in the past for purchases.

 **Tip!** Check out these resources when purchasing microphone equipment:

- Selecting the Right Microphone
  - <http://my.adobe.acrobat.com/microphones>
- USB pre-amp and condenser microphone:
  - M-Audio MobilePre USB (MFG# 99004076400) -
  - Audio-Technical Pro 70 Cardioid Lavalier Microphone (MFG# PRO70)
- B&H Photo/Video:
  - <http://www.bhphotovideo.com/>
- USB Headset Microphone:
  - Sennheiser PC155 headset (MFG# PC155)
- Amazon
  - <http://www.amazon.com/>

#### ***Proximity of the Microphone.***

Pay attention to the distance between you as the speaker and the microphone. “A headset is a good choice since the fixed microphone position affords the users any degree of movement and the earphones provide a great deal of acoustic isolation.” Good headset placement is at the “corner or the mouth or the tip of the nose.”

#### ***Minimize Background Noise.***


With one-way audio, the presenter should make sure all background noises are at a minimum (cell phones, TV, Stereo, etc.). If two-way audio or phone conferencing is being used, attendees should be asked to mute their phones to lessen the background noise on each attendees end.

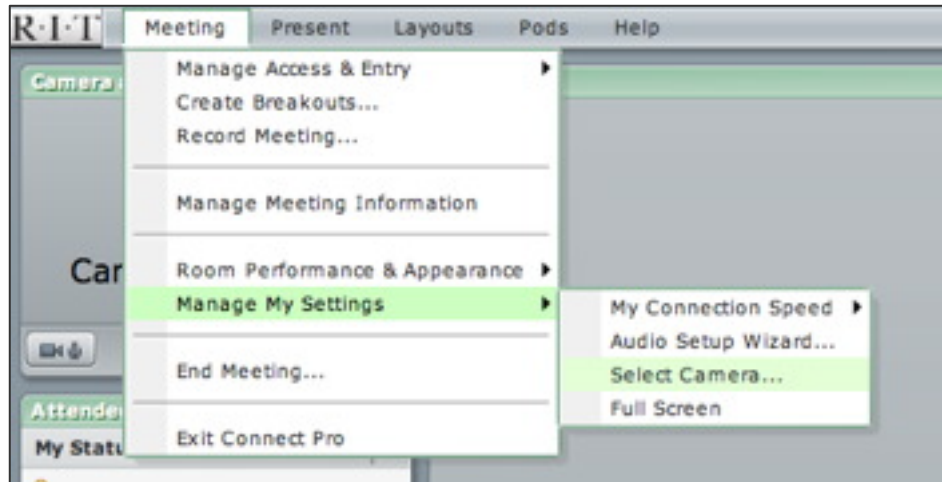
#### ***Phone Conferencing Vs. Built-In Audio (VoIP).***

Phone conferencing might be a better option when holding a live session with a larger number of participants (10 or more), who will need to speak. With a larger number of participants, the more difficult it is to confirm whether or not they will have sufficient bandwidth to make the built-in audio feature successful. Use the built-in audio (i.e., Camera and Voice Pod) for larger sessions where you or someone else, as the host, will be the primary speaker (one-to-many). As the host, only the one microphone needs to be enabled and participants can ask questions or make comments in the Chat Pod.

#### ***Setting up Your Camera***


If you click on the Play button in the Camera and Voice Pod and no video is displaying, you might need to select your camera. First, test to make sure that your camera is working with other applications on your computer. After you know that your camera is working go to the “Meeting” on the toolbar, and select “Select Camera.”

-  **Tip!** Be sure your Camera software is not already “on” before turning on your Camera and Voice Pod. It may not work if it is open in multiple applications.



**Content Library.**

Upload the content you plan on using to the Content Library beforehand (see next page). You will avoid the delays during the live session of content converting to the server. To access the content during the meeting, click on the “Documents” drop-down menu in the center of your Connect meeting room. Choose “Select from Content Library” option.

-  **Tip!** If you have participants, such as students, who will be demonstrating their work, such as a PowerPoint presentation, consider having the students send their work to you in advance so you can upload it into the Connect Live meeting room prior to the live session. This will save time and make it easier to switch from one document to another.

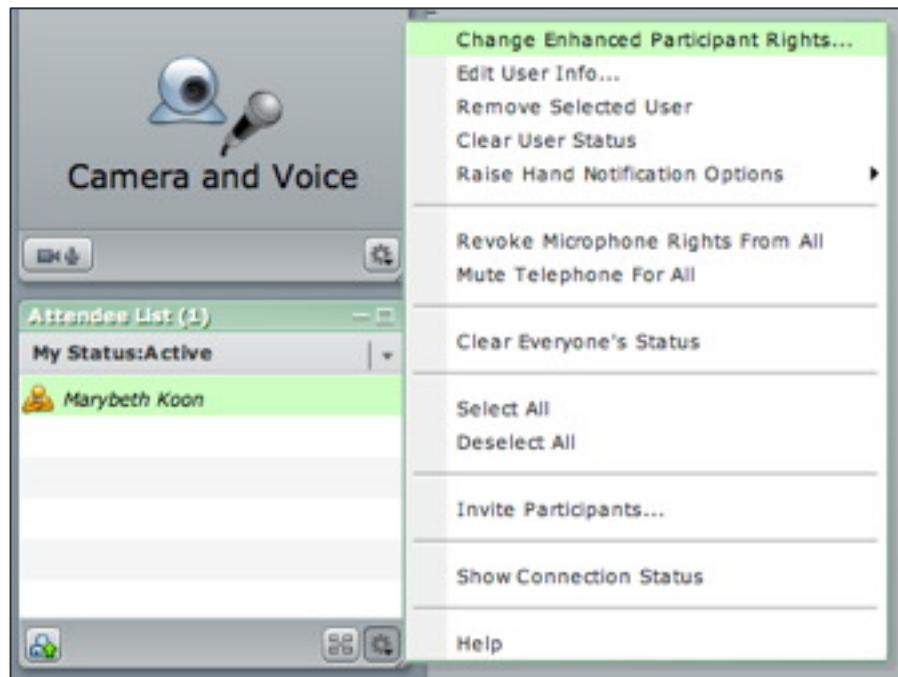


**Sharing Your Web Browser.**

When using the screen sharing feature, specifically when displaying a web page with links that pop open on top of the main page, Internet Explorer seems to display a blue patch screen in replace of the newly opened link. All Connect-supported browsers seem to work fine with multiple windows open, but be sure to test this prior to your live session.

**Customize Access of Participants.**

You have the option of giving them access to specific locations by using the “Change Enhanced Participant Rights...” under the Attendee List drop-down instead of graduating them to Host or Presenter.



Drop-down menu for Attendee List

**Premier Global Phone Conferencing**

Adobe Connect offers an integrated phone conferencing option for live Connect sessions. This can be used as an alternative to VoIP when heavy interaction among a large group of users is needed during a session. All participants will need to access the Connect meeting URL via their Internet connection and dial into the conference through a phone line. This option provides a more seamless and synchronized experience when using phone conferencing and recording the session. Any staff or faculty member at RIT can obtain their own Premier Global account at <http://www.premierglobal.com/adobeconnect/>.

## Connect Pro Meeting Technical Checklist

I. Browser and Hardware Requirements Based on Your Operating System

Operating Systems	Browsers	Hardware
<b>Microsoft® Windows Vista® Home Basic, Home Premium, Ultimate, Business, or Enterprise (32-bit edition)</b>	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 7 or later</li> <li>• Mozilla Firefox 2</li> </ul>	<ul style="list-style-type: none"> <li>• Processor: Intel® Pentium® II 450MHz or faster processor or equivalent (1GHz recommended when screen sharing)</li> <li>• Memory: 128MB of RAM</li> </ul>
<b>Microsoft Windows® XP Professional or Home Edition with Service Pack 2</b>	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 6, 7</li> <li>• Mozilla Firefox 1.x, 2.x</li> <li>• Mozilla 1.x or later</li> <li>• Netscape 7.x</li> </ul>	
<b>Microsoft Windows 2000 with Service Pack 4</b>	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 5.x</li> <li>• Mozilla Firefox 1.x, 2.x</li> <li>• Mozilla 1.x</li> <li>• Netscape 8</li> <li>•</li> </ul>	
<b>Mac OS X v10.4, 10.5 (Intel)</b>	<ul style="list-style-type: none"> <li>• Firefox 1.5.0.3, 2.x</li> <li>• Safari 2.x</li> </ul>	<ul style="list-style-type: none"> <li>• Processor: PowerPC G3 500MHz or faster or Intel Core™ Duo 1.83GHz or faster processor</li> <li>• Memory: 128MB of RAM</li> </ul>
<b>Mac OS X v10.4 (PowerPC®)</b>	<ul style="list-style-type: none"> <li>• Safari 1.x, 2.x</li> <li>• Firefox 1.x</li> <li>• Mozilla 1.x</li> <li>• Netscape 7.x or later</li> </ul>	
<b>Linux: Red Hat® Enterprise Linux® (REHL) 3 update 8; RHEL 4 update 4 (AS/ES/WS); Novell SUSE® 9.x or 10.1</b>	<ul style="list-style-type: none"> <li>• Mozilla Firefox 1.5.0.7, 2.x</li> <li>• Mozilla 1.7.x</li> <li>• SeaMonkey 1.0.5</li> </ul>	<ul style="list-style-type: none"> <li>• Processor: Modern processor 800MHz or faster (1GHz recommended)</li> <li>• Memory: 512MB of RAM; 128MB of graphics memory</li> </ul>
<b>Solaris</b>	<ul style="list-style-type: none"> <li>• Mozilla 1.7</li> </ul>	

II. No less than DSL/Cable for Internet Connect, Wired connection is recommended

III. Completion of the Adobe Connection Test at:

[https://connect.rit.edu/common/help/en/support/meeting\\_test.htm](https://connect.rit.edu/common/help/en/support/meeting_test.htm)

**This Connection Test will confirm for users that they meet requirements IV and V listed below.**

Users will be prompted to install the FlashPlayer and Connect Pro Meeting Add-In if not already on their computer.

- IV. Latest Version of FlashPlayer Installed
- V. Connect Pro Meeting Add-In (Free install for Connect Pro Meeting users)
- VI. Schedule a dry-run with your instructor or classmates to confirm all technology settings are working properly.

### **On the Day of Connect Meeting Session**

- Complete the Audio Setup Wizard (Under Meeting> Manage My Settings menu option)
- Turn on your Microphone
- Upload Content to the Share Pod or choose to share your desktop
- Start Recording (Under Meeting>Record Meeting menu option – available to Host role only)
- NOTE: If participants use the text chat for questions, make sure you repeat the question so it is picked up in the recording.

## ***Event Preparation Checklist for Adobe Connect Pro Meeting***

### **To be Determined Before a Test:**

- If possible, all test events should take place from the same locations using the same hardware and at the same time of day to be used for the live event.
- Confirm all participants meet the Connect Requirements:
  - Connect System Requirements:  
<http://www.adobe.com/products/acrobatconnectpro/systemreqs/>
  - Check Your System For the Latest Flash Player and Connect Add-In  
[http://Connect.rit.edu/common/help/en/support/meeting\\_test.htm](http://Connect.rit.edu/common/help/en/support/meeting_test.htm)
- Confirm an alternative method of communication (i.e. phone numbers) for tests and events as a backup for coordination and emergencies.
- For events in a classroom, determine the contact information for the room's technical support staff (who can respond to issues with projection, audio, and the network connection).
- Confirm media and Connect Pro Meeting layouts for tests and follow up rehearsals:
  - Slides / Materials / Links prepared and uploaded to the Connect Pro Meeting. Prepare Connect meeting layouts for the event based on planned features.
  - Still images for presenters are recommended as opposed to streaming video (if bandwidth is limited) to reduce the amount of bandwidth needed to transmit both audio and video together. (**Note:** This assumes audio is not using separate phone line)
  - Welcome / Closing screens if not covered by presentation slides.
  - Prepare a test script for testing the event. This would be a dry run of the event using the Connect features as they will be used in the presentation. Should include at least 5-10 minutes of interaction using the method outlined for the event.

### **To Be Done During the Test:**

- Record all test events in Connect for review.
- Follow the Event Checklist (below) for basic setup.
- Follow the Test Script.
- Debrief at the end of test to see if there are any questions or issues that need to be addressed.

## To Be Done During the Live Event:

Each Connect Meeting point of contact (Host and Presenters) should be given a copy of this events checklist.

- Arrive at least 15 minutes prior to session's designated start time for set up
- Optimize the room bandwidth** for participant with lowest connection speed (DSL should be fine)
- Complete the Audio Setup Wizard** (Under Meeting menu option)
- Upload Content to the Share Pod
- Start recording of meeting** (Under Meeting menu option – available to Host role only)
- Begin Presentation/meeting with welcome to both remote and in-class students
- If applicable, the Host (person who set up the meeting in Connect) must log in to the Connect meeting and promote the presenters or participants (students) who are showing material so they have the ability to share their presentation or turn on their audio if they have the option to speak. The two options for doing this are:
  - a. In the Attendee list pod, highlight name of person. Then, in the **lower, right hand corner**, from the 'wheel' icon, drop down menu, go into "Change Participant Rights" to select their specific permissions
  - b. In the Attendee list pod, highlight name of person. Then, in the lower, left hand corner, from the green arrow drop-down select either the Presenter Role or Host role. Note - they will have the ability to control the room if given this permission.
- End Meeting Recording

## ***Troubleshooting Tips***

### **Tips for Audio**

- If the volume is fading out during long statements, repeat ALL steps of the Audio Setup Wizard with one addition: In the Advance Settings area, be sure to uncheck the Automatic Gain Control option (Windows only)
- If participant's audio is not working, verify that the microphone and speakers are plugged in properly.
- If the microphone and headset are plugged in correctly, try having the participants rerun the Audio Setup Wizard
- If the problem persists, ask the participant to close the Connect meeting room and browser and try logging in again.
- If all else fails, have the participant reboot the computer.
- If the participants audio is working but with long delays, have him or her close all other open applications except for the browser and the Connect meeting room. Have them also check to see if any automatic software updates or virus scans may be running.
- Make sure you have Online Learning's technical contact information: [online@rit.edu](mailto:online@rit.edu) and 585-475-5089 or 1-800-CALL RIT (v/tty).

### **Questions to Ask if Participant Experiences Difficulty**

- Have you installed:
  - Most up-to-date FlashPlayer?
  - Connect Meeting Add-In? (If participants are using audio)
- Are you using an accepted browser?
- Are you using 56k modem or higher? LAN or DSL preferable
- Are there any firewalls at your location?
- Are you on a wired connection (recommended)?

## **Reference List**

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